

**National Advocacy Workshop  
“Protecting Migrant Workers’ Rights: Analysis of Services Catering to the  
Needs of Women Migrant Workers in Accessing Justice”**

**PROGRAMME REPORT**



**Organized By:**

**Bangladeshi Ovibashi Mohila Sramik Association (BOMSA)**

**Event date:**

**30 May 2022**

**Supported By:**

**Work in Freedom (WIF) programme, International Labour Organization (ILO)**

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“Protecting Migrant Workers’ Rights:  
Analysis of Services Catering to the Needs of  
Women Migrant Workers in Accessing Justice”**

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**Report Prepared by:**


Aminul Hoque Tushar  
Adviser, BOMSA

**Contributor:**

Farida Yeasmin  
*Adviser, BOMSA*  
Lily Jahan  
*Chairperson, BOMSA*  
Sk. Rumana  
*General Secretary, BOMSA*  
Prabir Kumar Biswas  
*Deputy Director, BOMSA*

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**BOMSA provides  
space for survivors to  
raise their voice to  
seek justice and care.**

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## Background:

Though overseas employment is second choice for survival to a certain community in our country for their economic solvency and increase of social status, each year thousands of migrants, particularly women face exploitation, abuse, fraud and corruption both within the recruitment process in origin country and in the hands of overseas recruitment agents and employers. Bangladeshi Ovibashi Mohila Sramik Association (BOMSA) in partnership with Work in Freedom programme (WIF) of the International Labour Organisation (ILO) have supported 400 of women migrants (from December 2019-June 2022) in reporting their rights violation cases followed by receiving remedies from relevant stakeholders in Bangladesh and abroad. BOMSA with its vast experience in migrants rights violation case receiving, management, and networking with different stakeholders has been established a standard grievance redress mechanism for which ILO entrust to implement this short project to ensure justice for migrants. Apart from its existing field offices and CBO based networks, BOMSA use different methodologies to collect cases from all districts of the country. A standard case taking form and software has been used for case collection and referral followed by documentation and case analysis specifically for this project. To present and share the specific challenges faced by women across the migration cycle and the key support systems including laws, and policies that may require further review, rethinking and strengthening in protecting workers' rights within Bangladesh and abroad- a national level workshop has been organized on 30 May 2022 at CIRDAP Auditorium, Dhaka. Different stakeholders from government service providers, institutions, and organizations have been participated in the program and exchange their views to further improvement of the system to minimize the rights violation incidents.

## Introduction:

Bangladesh is a major labour sending country which sends more than 14 million workers to 165 countries since 1976. Bangladesh remains as one of the top 10 remittance receiving country, and in 2021 migrants remitted more than USD 22 billion. From 1991 to April 2022 total 10,44,066 women<sup>1</sup> migrated for overseas employment. Women from Bangladesh are mostly going abroad as low skilled workers, and their remittances substantially benefit the country. The social capital that women migrant brings back home also contributes to their socioeconomic development, and their empowerment. Despite the important contribution that migrant workers are making, gender dimensions and challenges specific to women's labour migration can often be overlooked in policies, and programs that govern international migration. Migrant domestic workers specifically often find themselves in particularly unequal power relationships with their employers and tend to face higher levels of isolation and discrimination because they are unable to associate with people outside their work environment. The situation became worse as they are not skill on speaking the local language and are often not aware of their rights i.e. they lack access to any forms of local support networks not being part of any workers' unions, are often unfamiliar with the law and the local customs. Unable to access resources and assistance because of the fear being deported or losing their employment. Global evidence shows that migrant domestic workers receive poor wages because they have little or no bargaining power or space, and are often exposed to labor rights violations at different stages in the migration cycle. This means that, the specific needs, experiences, vulnerabilities and priorities of women in migration need to be adequately addressed in the laws and policies by hearing the voice of women migrants.

Objective of the Bangladeshi Ovhibashi Mohila Sramik Association (BOMSA) is to unite and protect the welfare of female migrants in Bangladesh. BOMSA has been working with internal and external women migrants to ensure the protection of migrants' rights.

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<sup>1</sup> BMET: <http://www.old.bmet.gov.bd/BMET/viewStatReport.action?reportnumber=26>

Our work continues to shape the lives of many women, who battle against the odds in foreign lands by offering pre- and post-departure counseling, technical support, skills training and case management activities by maintaining liaison and networking with Ministry of expatriate welfare, BMET, WEWB, DEMO, and different recruiting agencies.

BOMSA has set up a mediation system through its Grievance Management Committee (GMC) and mediation cell in order to resolve migration-related disputes at the local level with the assistance of influential local representatives or GMC members. As well as BOMSA established close relationships or referral linkages with government service providers such as BMET, WEWB, DEMO, and Expatriate Ministry and government departments and inter-government organizations and institutes.

Since 2004 it has been able to provide support to nearly 50,453 potential women migrants with migration awareness orientation at the community level, pre-departure training and skill training for the domestic women migrant workers. In case of providing legal aid with pro bono lawyers' support, BOMSA regularly provides counseling, legal and mediation support under case management activities to mitigate the different types of migration-related complaints from female migrant workers and their family members. The services include:

- fraudulent/cheating cases i.e. wage theft
- repatriation
- reintegration
- Abuses/tortures
- bringing back dead body from abroad
- recovery of compensations and
- Access to financial aids etc.

With the support of ILO under the Working freedom programme- Reducing vulnerability of Women and girls in South Asia and The Middle East, BOMSA started the project, "Initiative to improve access to justice for the female migrant workers of Bangladesh for the period of 11 December 2019 to 30 June 2022. This special project contributes to increasing effective implementation of laws and policies for ensuring migrant workers' rights through developing and strengthening partnerships and networking with different governments, ILO constituents, and non-government organizations, effective strategies are taken for ensuring women migrant workers' rights through access to justice/case management. However, BOMSA assume that, the initiatives and advocacy interventions will be able to bring a change towards ensuring women migrant workers' rights. Replication of the initiatives, as a model by various organizations, can ensure migrant women workers' right which is a prior factor of the sustainability of the project.

### **Objective of the workshop:**

The advocacy workshop highlighted on the following key objectives in recognizing women workers who faced gender-specific challenges and barriers throughout the migration cycle:

- Sharing of lessons and findings on the key measures required to ensure protection of workers' rights in the countries of destination.
- Discussion on the key measures required to reduce vulnerability to gender-specific challenges and barriers across the migration cycle in Bangladesh.

### **Program schedule:**

The workshop was a half day long program. From 9.30 am to 10.00 am the registration of participants and morning snacks has been arranged. In general, the program has been splits into four sessions

started by presentation on key learning and outcomes with data from BOMSA project, followed by two consecutive panel discussion, and feedback from experts, representatives from development organizations and civil societies. In the last part of the program, speech and guidance from special guests and chief guests was taken.

In the introduction and presentation session, Ms. Farida Yeasmin, Adviser- BOMSA gave power point presentation on the Key note paper with relevant data and key learning points. The second Panel Discussion topic was: Present situation of migration in Bangladesh/ genderspecific challenges to women's labour migration, which was moderated by Ms. Farida Yeasmin. Mr. Abul Hossain- Adviser, Bangladesh Ovibashi Sramik Forum, Sk. Rumana, General Secretary- BOMSA, and Ms. Mahjabeen Khaled, Secretary General, Parliamentary Caucus on Migration and Development participated in the discussion. The second panel discussion on Arbitration and Grievance system in Bangladesh was moderated by Masud Ali-INCIDIN. Mr. Rahinure Islam (Assistant Director-BMET), Masud Rana (Senior Statistical Officer-BMET), Ms. Jannatul Ferdous Rupa (Assistant Director, DEMO, Dhaka) and Lily Jahan (Chairperson- BOMSA) took part in the session and expressed their opinions on the findings and challenges. In this stage, some survivors and returnee female migrant workers also share their experiences and urges for reintegration. Apart from this, Mr. Anisur Rahaman Khan, Director Migration (AWAJ Foundation) gives presentation on Case Management. Mr. Gunjan Dallakot, from ILO Country Officer for Bangladesh, shared his expectation from the project in line with ILO mandate. As the chief guest Barrister Shameem Haider Patwary, MP (Chair of parliamentary Caucus) wrap-up the event by delivering his valuable speech and sort out some recommendations to further improvement of the situation. Please find the schedule in **annex-1**.

### Guests and speakers:

Barrister Shameem Haider Patwary, MP (Chair of parliamentary Caucus) grace the program as chief guest of the program, and Ms. Mahjabeen Khaled, Secretary General, Parliamentary Caucus on Migration and Development was the special guest. Representatives from BMET Mr. Rahinure Islam (Assistant Director), and Masud Rana (Senior Statistical Officer) and Ms. Jannatul Ferdous Rupa (Assistant Director) of Dhaka DEMO was the guest of honor of the program. Representatives from different NGOs like: International Labor Organization (ILO), Film 4 Peace Foundation, Solidarity Center, INCIDIN Bangladesh, WARBE Development Foundation, BNPS, Bangladesh Ovibashi Adhikar Forum (BOAF), AWAJ Foundation and Manusher Jonno Foundation (MJF) participated as speaker in the program.

### Venue and arrangement:

The Advocacy Workshop organized on 30 May 2022 started on 10.00 am and continued till 2:30 pm at CIRDAP auditorium located at Topkhana Road, Dhaka. The venue had the capacity to accommodate more than 100 persons with a dais for 8 persons, and equipped with air conditioners, sound system, and projector support and dining facilities. The morning tea and snacks has been served from the entrance of the conference room, and the lunch was organized at dining room of the CIRDAP. Staffs from BOMSA and CIRDAP was always standby to provide supports to participants and guests. Total 60 persons participated in the program where 32 (53%) are male and 28 (47%) are female.



**Speaker:** Ms. Farida Yeasmin, Adviser- BOMSA

**Presentation prepared by:** Ms. Farida Yeasmin, Prabir Kumar

Usually, BOMSA gets most of the complaints through its HOT LINE number (distributed as special card supply to outbound migrant workers who received PDT from BOMSA at TTC) from the migrant workers through mobile call (via WhatsApp and IMO) and their family members while visiting physically BOMSA office and submitted their applications. Some cases received through CBO members, GMC members, other like-minded organizations, participants of TTC, or even community people refer them to BOMSA. Apart from this, some cases were also collected by BOMSA staff while they visited the community.

During this period of 11 December 2021 to May 2022, BOMSA received a total of 400 complaints. Out of these, a total of 164 complaints were received through hotline numbers, 62 from family members who directly visited BOMSA office, 35 cases through BOMSA CBOs, and 139 cases through their own organization intervention.

***Process of receiving complaints:***

- Migrant worker or their family member of the workers need to apply formally to BOMSA directly with all related documents or through mail or e-mail attaching the necessary documents.
- Specific format for application or complaint format is filled up by the concerned officer of BOMSA with addresses of migrant workers, agencies/dalals/opposite parties and all the necessary information related to the migration journey. Through this application form, they provided written power to BOMSA for dealing with their cases on behalf of them.
- Accordingly, after receiving the power and complaints from migrant workers or their representatives BOMSA officially submitted their complaints about the settlement to different service providers.

***Linkage or networking:***

BOMSA has established linkage or network with following migration related organizations and service providers for taking necessary step for settlements the disputes:

- Ministry of Expatriates' Welfare and Overseas Employment
- Bureau of Manpower, Employment and Training (BMET)
- Public Hearing organized by Parliamentary Caucus and other NGOs.
- Wage Earners' Welfare Board (WEWB)
- Recruiting Agencies (RAs)
- Embassies and Bangladeshi Missions abroad
- District employment and manpower office (DEMO)
- Bangladesh Overseas Employment and Services Limited (BOESL)
- Probashi Kallan Bank (PKB)
- Union Parishad and CTCs.
- Grievance management committee (GMC) of different NGOs.

***Nature of main grievances or complaints:***

Grievances related to workplace abuse and harassment:

- Verbal abuse
- Mental Abuse
- Sexual harassment
- Physical abuse
- Financial abuse

While categorizing and analyzing the cases, BOMSA found out of 400 complaints, 179 (44.75%) female migrant workers faced physical, verbal, mental and sexual torture in abroad. Of these 96 (53.6%) female workers were verbal and mentally abused, and 80 (44.6%) female workers tortured by physically due to demanding their wages regularly or on time or without deduction, 2 (1.1%) female workers mentally and physically tortured for different reasons and 01 (0.5%) worker tortured by sexually with her employer.

***Grievances related to termination and denial of work:***

- Termination from work
- Denial of work

***Termination of Job contract and denial of work:***

Out of 400 complaints, many workers lost his job due to COVID 19. One employer did not extended workers Visa or Ikama (work permit) and another one left his job because he chose to and wanted to return home and in Destination County, both of them had not accessed any social security support. After that, they communicate with BOMSA for repatriation.

***Case settlement:***

Out of 400 cases, BOMSA settled 344 cases so far, of which:

- 288 (Their employers refused to send the worker back to the country and pay their back wages): After intervention of BOMSA all of them are able to return back to Bangladesh with their full pay or partial pay.
- 32 (Complaints are related to their wage or salary (Non-payment/Underpayment of wages/Delayed payments): Through the intervention, BOMSA recovered their wages.

According to the analysis- There are related 'WAGE theft' issue, the denial of wages or employment benefits of migrant workers has come to be an issue of concern since the COVID-19 outbreak. It is noted that above mentioned 320 (288+32) workers all are not received their full payment; some of them returned with full payments, some of them returned empty-handed, some of them receive late payment, some of them received less payment due to their sudden repatriation.

Out of these 344 settled cases:

- 12 (Complaints are related Physical harassment or physical attack).
- 10 (Complaints are related to workers death during employment): Their Family members requested to bring the corpse/dead body back to the country. After intervention, BOMSA able to handover 10 dead bodies to their relatives.
- 2 (Missing person/No communication).

Out of these 344 settled cases, 344 migrant workers able to return Bangladesh from abroad that means BOMSA able to ensure repatriation rights of migrant workers as per Overseas Employment and Migrant Acts, 2013. However, during this period BOMSA recovered taka 13,97,050 (USD 15,000+) as workers due wages and compensations through case management support.

According to their opinion, most of them struggled with exclusion, isolation, depression, food shortages, sleep difficulties, and other mental health related issues and some of them faced different types of torture such as female migrant workers do not have access to their mobile phones even out of work hours, making it hard to access family, trade unions, or CSOs and other service providers when they faced violence or other abuses and need help. Some of the migrant workers are reported to have suffered from job loss and wage theft and returned to Bangladesh with empty-handed. Some of them receive late payment, less payment due to their sudden repatriation.



### ***Referral linkage with service providers:***

#### Process followed at BMET:

During the period BOMSA sent 42 compliant for settlement to BMET with an official letter. Of these, BMET already settled 24 (57.14%) complaints and another 18 (42.86%) complaints are pending for settlement at different stages.

After taking the complaints BMET sorts out the validity of the case and after getting sure they call the recruiting agencies to resolve the complaints. In some cases when they fail to settle the disputes, they refer to the Ministry of Overseas and Expatriate Welfare or the Embassies in the destination countries to settle the matter. However, BOMSA faced some challenges including:

- Need a long time for resolved
- Sometimes, forcefully settled one or two cases with a small amount of compensation
- Some cases did not allow representatives of NGOs in BMET arbitration
- More focus goes on Agency
- Less respect for the poor workers especially women workers
- Knowledge gap on proper mediation process

#### Processed followed at Wage Earners' Welfare Board (WEWB)

When a migrant worker dies in destination country and we try to bring dead body from destination countries, we seek helps from Wage Earners' Welfare Board (WEWB). But here we found it takes long time and the process is very complicated. If Wage Earners' Welfare Board (WEWB) give more attention about this process and make it easy then it will be more helpful.

During the period BOMSA sent 32 death cases and of these 19 already have settled and 13 complaint or grievances are still pending for returning the dead bodies. Key challenges we sort out were:

- Sometimes need a long time for resolved
- Process is very complicated for migrant families
- Some form are not user-friendly
- Need more care while distributing compensations

#### Process followed with Recruiting Agencies:

When BOMSA submitted a complaint or grievances to recruiting agency, first they try to ignore this issue. However, after receiving pressure by Govt. authority they try to solve this, but they need more time and willingly they are doing delay. During the project period, BOMSA dealt with 318 cases with different recruitment agencies. Out of these 294 complaints already have settled and 24 complaints are pending at different Agencies. The key challenges were:

- Agency representatives did not give proper respect to the migrant workers
- Most of the time they blamed the migrant workers
- Ignore their own responsibilities for migration process
- They always support the employers
- Do not provide proper compensation
- Do not maintain documentations
- Sometime misbehaves with migrant workers and NGO representatives.
- Sometimes threatening migrant workers and NGO representatives

### ***Pending cases/grievances:***

Out Of 400 complains, 344 complaints were settled, and 56 complaints are yet to settle for different reasons. Out of these 56 cases all are female migrant workers. Out of these 344 settled cases, the complaints lodged in: BMET-24 cases, WEWB- 19 cases, DEMO-2 cases, Recruiting agency -5 cases, Village court-1 cases and Bangladeshi Embassy- 5 cases.

**Case settlement duration:**

Generally BMET took 1-6 months for settled 24 cases, WEWB took 1-6 months for settled 19 cases, DEMO took 1-3 months for settled 2 cases.

Case duration Record	Settled total 344 cases
<i>Less than 1 month</i>	1
<i>1-3 months</i>	316
<i>4-6 months</i>	22
<i>7-12 months</i>	5
<i>Total</i>	<b>344</b>
<i>Pending cases (BMET-24, WEWB-19, DEMO-2, RAs-5, VC-1 and Embassy-5 cases)</i>	56
<i>Total cases:</i>	<b>400</b>

**Key Recommendations from BOMSA:**

- Need to change some section of Overseas Employment and Migration act 2013 and include a complete ADR system mentioning the key institutions that should engage in the process.
- Ensure proper training to the all settlement-related persons on OEMA 2013, Gender and roles and responsibilities.
- Need to ensure a gender-friendly environment in arbitration.
- Need to ensure speedy settlement
- Need to maintain proper documentation and digitalization in a transparency manner.
- All proceed to need to be simplified and user-friendly
- Need to ensure proper monitoring from higher Authority
- Need to increase publicity on complaint mechanism and case management system
- Need to disseminate more information at grassroots level.
- Need to increase human resources and shelter facilities in embassies at destination countries for ensure better service for migrant workers
- Need to increase human resource in BMET (Arbitration cell) and DEMO for ensure better and quick service in arbitration.
- Recruiting agency and Middle man should be accountable in labor migration.
- Need to take corrective action in destination countries to protect migrant workers.

**Panel Discussion 1: Present situation of migration in Bangladesh and gender specific challenges to women’s labor migration**

**Session Moderator:** Ms. Farida Yeasmin, Advocate Supreme Court, and Adviser (BOMSA).

**Ms. Jasiya Khatoon, Director, WARBE Development Foundation:**

More than 10 lakh women migrate to different countries, and contributed by remittance sending and finding employment. However, migration should be an informed choice, not mandatory. Female are migrated in majority as domestic workers, which requires changing and sending more skill female

workers in different professions. These domestic workers are mostly became victim of abuse and exploitation in abroad, which we need to change. Moreover, access to information on safe migration, documents processing, social cost etc. should ensure for female migrants. DEMO and its functionality needs to strengthen to redress complaints and grievances, as well as Union Digital Center (UDC) should extend the relevant services in coordination with DEMO and BMET. Meanwhile, WARBE shared its experience from its Grievance Receiving Center (GRC) at BMET- which receives cases from all over the country. Safe migration information, legal aids and other support services at grassroots level needs to extent to ensure informed and safe migration. For reintegration of returnee migrants (female), we need to focus more, particularly on trauma/ stigma management, debt management, access to social safety nets, access to financial aids and supports etc. Moreover, new job market needs to create at home and abroad.



***Abul Hossain- Adviser, Bangladesh Ovibashi Sramik Forum:***

To protect migrant workers rights and interest, all the civil societies and existing networks or forum should step forward to take actions, and incorporate trade unions (TU)-who work willingly to protect the labor rights without seeking for any assistance from donor or other agencies. However, we noticed, less educated and unskilled female are migrating and hence experiencing the exploitation and abuse by employers. Therefore, we should focus on the technical skill enhancement, issues related to protection of migrant rights should rise through parliamentary caucus and discuss in parliament sessions, and consider as key political mandate and commitment of different political parties.

***Ms. Sorwat Binte Islam, Helvetas ILO-Skill 21 Project:***

Safe migration and effective reintegration of returnee female migrants is essential to ensure women empowerment and socio-economic development. However, in recent days wage theft became main concern. Additionally, rights violation, abuse and exploitation at every stage of migration are also very common. Access to justice against such rights violation cases are still challenging. Women migrants specially the domestic workers need to educate on the issues/ access to justice information while receiving PDT/ PDO from TTC. They also should equip with knowledge on documentation, as lack of documentation majority of the migrants fails to receive justice. Apart from this, initiatives should take to developing skills of labor wing staffs of Bangladesh High Commission in destination countries to deal such cases and ensure justice of the Bangladeshi migrant workers.

## **Panel Discussion 2: Arbitration and Grievance system in Bangladesh**

**Session Moderator:** Masud Ali, INCIDIN

**Rahinure Islam – Assistant Director-BMET:**

BMET along with TTC are now working to incorporate the access to justice and financial planning topic in the pre-departure orientation and Housekeeping manual. Debt mediation is another issue to concern and need awareness at community level, and strengthening the local government to resolve such cases by forming a special committee.

**Jannatul Ferdous Rupa- Assistant Director, DEMO, Dhaka:**

We need complete database of female migrants like: district wise database on their departure, return and complaints. However, from initiative stage of migration, we need to educate our migrants as well as their families on their rights and how to access the support services to establish their legal rights. Therefore, we need to transform our training system and update the training curriculum.

**Masud Rana- Senior Statistical Officer-BMET:**

According to Migration act 2013 (section 22 and 28), a migrant has the right to access justice in legal ways, through arbitration and mediation. Government also passed rules for recruiting agencies to ensure their accountability and transparency in recruitment process. However, responsible migration is most important to focus. The responsibility from migrants’ side as well as from service provider side is mandatory to minimize the rights violation cases. BMET Arbitration cell deal the female migrant cases with sensitivity without any delay and investigation. They took immediate actions against recruiting agencies, however the migrant should step forward to know their service providers and know the place where they could loge complaints. BMET complaint redress mechanism is effective and solved cases within 3 months from the date of submit. Government took many effective and need based initiatives for the welfare of the migrants like: loan facilities from PKB, reintegration project like: RAISE and other welfare projects.



**Voice from Returnee migrant workers:**

- Taslima (36) returned from KSA four months ago, and now remain unemployed. She is now looking for opportunities for her reintegration.
- Nasir Ali (40) Lebanon returnee, who stayed for 6 years, now needs some capital support for business start-up. He communicated with Probashi Kallayan Bank (PKB), however found it challenging to receive loan from the PKB.
- Jorina (47), a Jordan returnee. She received 10,000 taka from BOMSA as IGA support. She tried to receive government support, however she lost he passport and could not receive the aids from WEWB.
- Rekha (35), a KSA returnee, who stayed for 3 years and six months. She experienced exploitation and did not receive wages. The agency forcibly confined her in a room. While communicating BOMSA, Rekha filed cases against the agency and was able to return to Bangladesh.

**Feedback and Comments from Experts, and Civil Society:**

**Lily Jahan, Chairperson (BOMSA):** Agency or employers are responsible to supply mobile phone to workers. The agencies ignore to provide authentic information to migrants, and usually do not take

the responsibilities after 3 months of their employment. Therefore, government should take actions to enforce the recruiting agencies taking full responsibilities of the migrants during her/his full recruitment period. The PDT/PDO that provided by TTC/ BMET is not effective, as majority of the migrants are not familiar with the migration act 2013 and ways to lodge complaints. The training batch size should keep small (less than 50 persons) to make it effective, and ensure effective communication with all. The CSOs require the recognition and power as representatives at arbitration, and involve in the process to support the migrant. Majority of the cases BOMSA dealt under this project, the migrants' visa or Ikama (work permit) has been expired and forcing to work without any wages.

**Anisur Rahman Khan, AWAJ Foundation:** During COVID period, migrant faced difficulties for their survival including receiving stay or work permit, experiences exploitations like: wage theft, abuse, physical or mental torture, and forcibly deportation. AWAJ foundation dealt such cases, and redresses many cases with the support of BOMSA, BMET, WEWB and Bangladesh Embassies in origin country.

**Parvez Siddique, Executive Director, Film 4 Peace Foundation:** Problems remain in destination countries i.e. abuse, exploitation, however no significant initiatives has been taken so far to resolve the cases at destination country. We need further study on case studies.

**Anne Drong, ILO:** Bangladesh government stepped forward to ratify some ILO conventions, and signed the minimum wages convention. ILO noted all the recommendations, and will continue the advocacy with government.

**Nazmul Ahsan, Chairman, BOAF:** Misleading information and news on female returnee somehow defaming the workers, and challenges the migrants for their reintegration. We should sensitive while covering such news, and create smooth pathways for their reintegration.

**Mahbub Elahi, OKAF:** Recognize the contribution of migrants both at destination country and origin country. Returnees' skills also could utilize at national level.

**Rafriza Shaheen, MJF:** Our community is not prepared enough to receive such cases and reintegrate the migrants. Government has the potentiality to cover all population; hence they could sensitize the migrant community on their rights.

**Lily Gomez, Solidarity Center:** Workers need to united together to raise their voice and establish their rights. Therefore, freedom to join in trade Union is essential for migrant workers and the entire CSO forum or platform should incorporate trade unions.



reality and collecting rights violation cases, and able to place examples to ILO for their activities. Overseas employment should be with dignity, it should not be under modern slavery. ILO in

Bangladesh is working to ensure safe migration of women from Bangladesh. ILO provides training to labor attaché to deal migrants and real victim with care and sensitivity.

***Ms. Mahjabeen Khaled, Secretary General, Parliamentary Caucus on Migration and Development:***

Addressing female migrant separately is essential in accordance with their needs and requirements. Female are forced to leave the country because of facing stress from family and society. Previously, parliamentarians were not interested to raise the migrant issues in the national parliament; however the situation has been gradually changed. MPs and Caucus members are active now and become vocal. These parliamentarians have the scope to discuss the issues with Prime Minister on every Wednesday, and could address the service delivery potentiality and improvement to ensure safe migration. Parliamentary caucus recently started working with Foreign Ministry to set-up a model embassy in Jordan which will standardize its support services for the migrants. We should also step forward to recruit female labor attaché or counselor at Embassy in the destination countries to deal the female migrant workers. Moreover, CSO could suggest the government and ministry to skill the private and public airlines staffs and immigration officers on dealing migrant workers with special care and sensitivity.

### **Closing remarks from Chief Guest:**

In his speech *Barrister Shameem Haider Patwary*, MP (Chair of parliamentary Caucus) said, migrants faced multiple layers of disparity, disadvantaged, and discrimination. Particularly, the female faces gender based, urban-rural based, literacy based discrimination; which ultimately forced them to migrate. More social media platforms for NRBs needs to active for spreading the rights information from government, CSOs, parliamentary caucus and private sectors. Inter connection and networking of CSOs and NGOs located at country of destination and origin country is also essential. We have lots of opportunities to develop skill manpower with technical knowledge, and send skill workers abroad. Our policy makers also needs to sensitized to do advocacy with government to reform its policies and acts by addressing migrant rights beyond any discrimination. There is no project to promote zero migration cost. Skill manpower is not only requiring for export, but also for national development. Therefore, we should develop a comprehensive mechanism to ensure skill manpower migration. Establishment of One stop desk at airport to record the returnee migrants history on a standard form. Social cost of migration also should consider. And the death cases, a post mortem should do at our country while receiving the body and reveal the report to CSOs. Especially able people also should consider for skill migration. Universal healthcare and insurance for migrants also could consider for their reintegration. Ministry needs to strengthen its services, and allocate more budgets for different projects and services. Recruitment agencies should follow 3 categories of job contract including minimum wages, working hours, accommodations, and other facilities, ADR mechanism. He also committed to raise the issues related to budget allocation and policy reformation at parliament session.

### **Key Recommendations:**

Based on the BOMSA project outcomes and feedback of speakers and participants from panel discussion and open floor discussion, the following recommendations have been sorted out, which could use for policy formulation and revision of government activities to ensure justice for migrant workers:

- Legislation of rules for Alternative Dispute Resolution (ADR) mechanism is essential and issues of ADR and Mediation should incorporate in the Overseas Employment and Migration act 2013.
- Need to change/ amend some section of Overseas Employment and Migration act 2013 to provide space for key institutions in the ADR mechanism.

- Ensure proper training to the all concern bodies or arbitrators on OEMA 2013, Gender and documentation.
- Need to ensure a gender-friendly environment in arbitration and mediation.
- Need to ensure speedy dispute settlement
- Need to maintain proper documentation and digitalization in a transparency manner.
- All proceed to need to be simplified and user-friendly
- Need to ensure proper monitoring from higher Authority
- Need to increase publicity on complaint mechanism and case management system
- Need to disseminate more information at grassroots level on migrants' legal rights.
- Need to increase human resources and shelter facilities in embassies at destination countries for ensure better service for migrant workers, and framework should develop to response at site.
- Need to increase human resource in BMET (Arbitration cell) and DEMO for ensure better and quick service in arbitration/ complaint redress.
- Recruiting agency and Middle man should be accountable in labor migration.
- Need to take corrective action in destination countries to protect migrant workers.
- The CSOs require the recognition and power of representation at arbitration, and involve in the process to support the migrant.